

## CARLA'S COLUMN



### Operating in Difficult Times

Staff are urged to read  
Library email updates  
thoroughly.

We are living and working in very extraordinary times, and our top priority is the well-being and safety of all Library of Congress staff, your families and the community. We promise to share with you updated information and decisions in a timely manner.

The Library has assembled a Pandemic Task Force that has been working around the clock, meeting daily and working on the weekends to make sure we plan and address new issues that develop regularly.

In the past week, we have made tough decisions that have affected your daily work routine. I want to stress that these decisions were made with the Library's staff and users' safety in mind:

- Closing the Library to the public until April 1.
- Canceling all public events till May 11.
- Increasing telework capabilities to allow staff more flexibility.

CARLA'S COLUMN, CONTINUED ON 4



Shawn Miller

## Library Responds to COVID-19 Coronavirus Pandemic

The institution has taken steps to ensure staff  
safety and continue operations.

Over the past week, the Library has introduced numerous measures to protect the health and well-being of staff during the ongoing COVID-19 coronavirus pandemic while continuing to serve Congress and the public. As more information becomes available, Library leaders will fine-tune the institution's response.

To reduce the density of staff in Library facilities, the Library announced this week that only staff who provide mission-critical services that must be performed on-site are required to work in Library facilities on Mondays and Fridays. Staff who do not perform such essential services and who cannot telework will receive administrative leave on Mondays

and Fridays; they will be expected to report to work on Tuesdays, Wednesdays and Thursdays.

Service-unit heads will identify which non-teleworking staff perform mission-critical activities and which staff will be placed on administrative leave. Service-unit heads will also determine which on-site functions are most important to complete during the pandemic and work with non-teleworking staff to accomplish those duties on Tuesdays through Thursdays.

Also this week, the Library announced that all public events at the Library are canceled until May 11. The Library last week closed

RESPONSE, CONTINUED ON 5

## DONATED TIME

The following employees have satisfied eligibility requirements to receive leave donations from other staff members. Contact Lisa Davis at 7-0033.

Carlos Acevedo  
Sharif Adenan  
Emelia Awuku  
Melinda Briscoe  
Lynette Brown  
Nathan Dorn  
Sharron Jones  
Terri Harris-Wandix

Marion Latta  
Alison Lowell  
Susan Thaul  
Heather Thomas  
Tyanne Rodgers  
Adam Rosenberg  
Dwayne Wilder  
Donna Williams

## LOC LEARN AVAILABLE TO TELEWORKERS

Staff who have Library-issued laptops or who can access the Library's network from their personal computers can use LOC Learn to complete training while teleworking. The site provides access to more than 2,500 online courses, including Records Management Basic Awareness Training, which all staff must complete by Sept. 11.

### From a Library laptop:

- Log into the Library's network using VPN.
- Go to <https://loc.sumtotal.host/> to access LOC Learn through a single sign-on without typing your credentials.
- Accept rules of behavior to go to the site's home page.

### From a personal computer:

- Go to <https://loc.sumtotal.host/> to access LOC Learn remotely.
- Enter your network name and password (not your PIV pin) as credentials.
- If prompted, authenticate through Centrify/Idaptive multifactor authentication.

**(Note: Centrify/Idaptive multifactor authentication must be set up initially from inside the Library network.)**

To complete Records Management Basic Awareness Training, log into LOC Learn using the instructions above, click on "staff required courses" and select the records management training.

Address training-related questions to [cld@loc.gov](mailto:cld@loc.gov). Address technical issues to [ocioservicedesk@loc.gov](mailto:ocioservicedesk@loc.gov) or 7-7727.

## FOOD SERVICE AND RESTROOM AVAILABILITY

As part of its response to the COVID-19 coronavirus outbreak, the Library is modifying food-service and restroom availability in Library buildings as follows:

**Food service:** Starting March 19, the Madison Building sixth-floor café, the Adams Building snack bar and the "T" coffee shop (LumLum's) will be closed. The Madison ground-floor Dunkin Donuts and Subway will remain open for take-out orders only during their normal operating hours of 7 a.m. to 4 p.m.

**Restrooms:** Starting March 24, the Library will close some restroom facilities to allow cleaning staff to focus their efforts on a smaller number of facilities. Specific locations will be provided in a March 20 email.

# GAZETTE

LIBRARY  
OF CONGRESS

[loc.gov/staff/gazette](http://loc.gov/staff/gazette)

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### MISSION OF THE LIBRARY OF CONGRESS

The Library's central mission is to engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.

### ABOUT THE GAZETTE

An official publication of the Library of Congress, The Gazette encourages Library managers and staff to submit articles and photographs of general interest. Submissions will be edited to convey the most necessary information.

Back issues of The Gazette in print are available in the Communications Office, LM 143. Electronic archived issues and a color PDF file of the current issue are available online at [loc.gov/staff/gazette](http://loc.gov/staff/gazette).

### GAZETTE WELCOMES LETTERS FROM STAFF

Staff members are invited to use the Gazette for lively and thoughtful debate relevant to Library issues. Letters must be signed by the author, whose place of work and telephone extension should be included so we can verify authorship. If a letter calls for management response, an explanation of a policy or actions or clarification of fact, we will ask for management response.—Ed.

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### GAZETTE DEADLINES

The deadline for editorial copy for the April 3 Gazette is Wednesday, March 25.

Email editorial copy and letters to the editor to [mhartsell@loc.gov](mailto:mhartsell@loc.gov) and [wmal@loc.gov](mailto:wmal@loc.gov).

Boxed announcements should be submitted electronically (text files) by 9 a.m. Monday the week of publication to [mhartsell@loc.gov](mailto:mhartsell@loc.gov) and [wmal@loc.gov](mailto:wmal@loc.gov).

**Read the Gazette in color  
at [loc.gov/staff/gazette](http://loc.gov/staff/gazette)**

# OCIO Answers Questions about Telework

*The Office of the Chief Information Officer (OCIO) has provided an FAQ about telework under the enhanced telework policy the Library announced last week to address the COVID-19 coronavirus outbreak. For answers to additional questions, go to <https://go.usa.gov/xdeuU>.*

## **Does the Library network have the capacity for all staff to connect remotely?**

Yes. The Library has significantly improved IT infrastructure over the last few years, and the bandwidth is in place to support extended remote work by Library staff.

## **Does OCIO have laptops and iPhones to distribute to staff who do not have them?**

OCIO has a limited supply of laptops and iPhones in stock. New equipment is being distributed according to prioritization by the Library's continuity of operations planning (COOP) team and service-unit leadership. Contact your supervisor if you do not have the equipment you need.

## **What is the process for requesting a laptop or iPhone?**

Library staff who need IT equipment should speak with their supervisors. The Library COOP team is working with OCIO and service-unit leaders to determine how available laptops and iPhones will be distributed.

## **Is OCIO ordering more laptops and iPhones?**

Additional IT equipment is being procured. However, the procurement process takes time. OCIO is working with the Library's COOP team and service-unit leaders to prioritize the use of available hardware.

## **Can I use my Library iPhone as a hotspot to support working remotely?**

The use of a Library mobile device as a wi-fi hotspot incurs additional expense and must be approved by your service unit.

## **Will the OCIO service desk remain available to staff 24/7?**

Yes. The OCIO service desk will maintain 24/7 IT support for Library staff working both on-site and remotely. You can contact the service desk at [ocioservicedesk@loc.gov](mailto:ocioservicedesk@loc.gov) or 7-7727 at any time. Service desk technicians will not be able to support technical issues with equipment not issued by the Library.

## **Can I connect to the Library's network using my home computer?**

At this time, the best way to connect to the Library network is through a Library-issued laptop. There is an option to connect through VPN from your home computer, but it allows only limited access to the network. If you need an alternative method to connect to the Library network, speak with your supervisor and request that the issue be raised with OCIO.

## **Do I need network access to use email, shared folders, Skype, LOC Learn and so on?**

A network connection is required to access Library email, documents, network folders, Skype and Library-licensed subscription databases. WebTA, LOC Learn, Webex and other externally hosted software can be accessed from personal devices with appropriate credentials.

## **What options do we have for remote meetings?**

All Library computers have Skype for Business installed on them, which is the preferred method for hosting and participating in remote meetings with other Library staff. Webex is available for hosting meetings with external audiences. If you feel you need to use Webex and do not have an account, speak with your supervisor.

## **Can service units purchase IT equipment without OCIO approval?**

No. The purchase of IT hardware, including laptops, monitors and printers, must be approved by

OCIO. Note that standard technical supplies, like keyboards, mice and memory sticks (aka thumb drives), can be purchased by service units without prior approval from OCIO.

## **Can staff have waivers to use collaborative tools like Google Docs?**

No. Staff should continue using only Library-approved software and applications on Library-issued devices.

## **Can I use personal peripherals at home with my Library laptop?**

Yes. If they are plug-and-play and do not require special software, you can use your personal peripherals with your Library laptop. Peripheral devices (e.g., keyboards, mice or monitors) attached to a Library-issued laptop must use generic drivers. No other personal peripheral devices are permitted to be connected to Library computers. Note that the OCIO service desk will not troubleshoot issues with personal peripherals.

## **Can OCIO keep websites and IT infrastructure functioning if OCIO staff work offsite?**

Yes. OCIO will ensure that the Library IT infrastructure is fully supported.

## **More Information**

### **PIV Remote Connectivity Instructions**

(<https://go.usa.gov/xdtdJ>)

### **How to Configure Centrify/Idaptive**

(<https://go.usa.gov/xdtdS>)

### **How to Use Centrify**

(<https://go.usa.gov/xdtvA>)

### **Skype for Business**

(<https://go.usa.gov/xdtvG>)

### **Adding Skype to Library Mobile Device**

(<https://go.usa.gov/xdtv2>)

OCIO is regularly providing additional information on the Library's public-facing web page (<https://go.usa.gov/xdtvQ>). Make sure to check back regularly. ■



# QUESTION & ANSWER



Patrick Visbeck

## Camille DiFolco

*Camille DiFolco is a registration specialist in the Copyright Office. She has teleworked for three years and shares insights for those new to working from home.*

### **Tell us a little about your background.**

I grew up in Alexandria, Virginia, and attended the University of Virginia, where I double majored in English and foreign affairs. Between these two subjects, it seemed as if I had to write three essays a week. Before arriving at the Library, I worked at Trader Joe's – and, yes, I still have the Hawaiian shirt.

### **When did you start at the Copyright Office, and what do you do?**

I started my current job in August 2015. I work as a registration

specialist in the Copyright Office's Registration Policy and Practice Division. My main task is reviewing copyright applications and assisting applicants. Recently, I helped train a group of 18 new hires to the Copyright Office.

### **Tell us about a typical telework day for you.**

I usually work part of my day at my desk and part of the day from the couch or my bed with a lap desk. My regular desk is set up with my laptop and little else. I prefer fewer distractions in my home office area. I put my desk by a window so I can enjoy the benefits of direct sunlight, which is sadly lacking in my cubicle. To communicate with colleagues, I use Outlook and Skype for Business.

On my telework days, I enjoy getting back the two hours usually spent commuting to and from the office. I like to use this extra time to meal prep, go to the gym or take my dog to the dog park. Another benefit is my comfy “telework uniform,” which usually includes pajamas. And the best part is, I get to spend the day with my dog, Finn, by my side.

One challenge is that it is easier to sit in the same spot all day when I am at home without the breaks in a typical workday like attending meetings, going to the café and catching up with co-workers. To avoid being sedentary, I try to move to different working locations in my apartment and take my

dog outside on my breaks.

For those new to telework, here are some other things I've found helpful:

- I use a comfortable chair with good back support, but I make a point to stand up throughout the day. I set an alarm on my phone that reminds me to get up and stretch every hour.
- When I can, I like to fully restart my laptop on Sunday evening. This allows my laptop to install any updates sent by OCIO and ensures I can start my workday at the planned time on Monday morning.
- I unplug my laptop when it is fully charged and allow the battery to drain until the computer prompts me to plug it back in. Doing this instead of leaving my laptop plugged in all day helps prolong the life of the battery.

### **What do you enjoy doing outside work?**

I enjoy hiking, cooking new recipes and going to the movies. Recently, I hiked Old Rag Mountain in Shenandoah National Park. I also love to travel and hope to visit France and the Netherlands later this year.

### **What is something your co-workers may not know about you?**

My co-workers may not know that I sing in the LC Chorale. We are currently rehearsing songs from “The Greatest Show” for our June concert. ■

## **CARLA'S COLUMN, CONTINUED FROM 1**

- Expanding work hours.
- Increasing facility cleaning.

Significant decisions will be made on a daily basis. That is why it is important that you read the daily coronavirus emails thoroughly, including links and attachments. They have vital information from technology FAQs to library operations.

The Library of Congress contin-

ues to serve Congress during these challenging times with the Congressional Research Service and the Law Library working with members and staff on a regular basis. We are keeping Congress up to date and consulting with it on any decisions we make.

I know this is the first time you are hearing from me directly. However, I assure you I have been working closely with Principal Deputy Librarian Mark Sweeney and the rest of the Pandemic Task Force

in the writing and approval of the daily emails.

Finally, I know many of you including myself are feeling anxious with the events that are continuously unfolding. We are learning a lot about how we can operate in difficult circumstances. We are all in this together, and your support, cooperation, patience and feedback are essential.

Please stay safe and healthy, and thank you for continuous hard work. ■

## RESPONSE, CONTINUED FROM 1

all buildings and facilities to public access until April 1.

To further mitigate the risk of transmitting COVID-19 coronavirus, the Library has expanded telework, requiring staff who can do their work remotely to do so and requiring telework-ready staff to get their supervisor's permission if they have work that must be performed on-site at the Library. Staff who cannot telework are being allowed to change their schedules with their supervisor's approval to facilitate greater social distancing.

The Library has also canceled all nonessential travel and attendance at in-person conferences and training at the Library and off-site locations. Staff should immediately cancel registrations for in-person conferences and trainings. In addition, the Library strongly encourages staff to limit personal travel, both domestically and internationally.

The Library has taken steps to reduce the number of contractors in Library buildings to increase social distancing and advised contractors about how to proceed should they exhibit symptoms of COVID-19 coronavirus.

The public can still access many Library resources through [loc.gov](http://loc.gov), Ask a Librarian ([www.loc.gov/rr/askalib](http://www.loc.gov/rr/askalib)), [congress.gov](http://congress.gov) and [copyright.gov](http://copyright.gov). The Library is continuing to serve Congress through the Congressional Research Service and the Law Library, and Library leaders are consulting with members regularly about decisions that are being made at the Library.

In Carla's Column on page 1 of this Gazette issue, Librarian of Congress Carla Hayden covers matters related to the Library's response to the pandemic, and she directs staff to read email updates from the Library carefully.

More all-staff guidance and teleworking information can be found on the Library's coronavirus intranet page (<https://go.usa.gov/xdtv5>) and on a public-facing staff page the Library has created

(<https://go.usa.gov/xdtvQ>) to assist staff who do not have remote access to the Library's network.

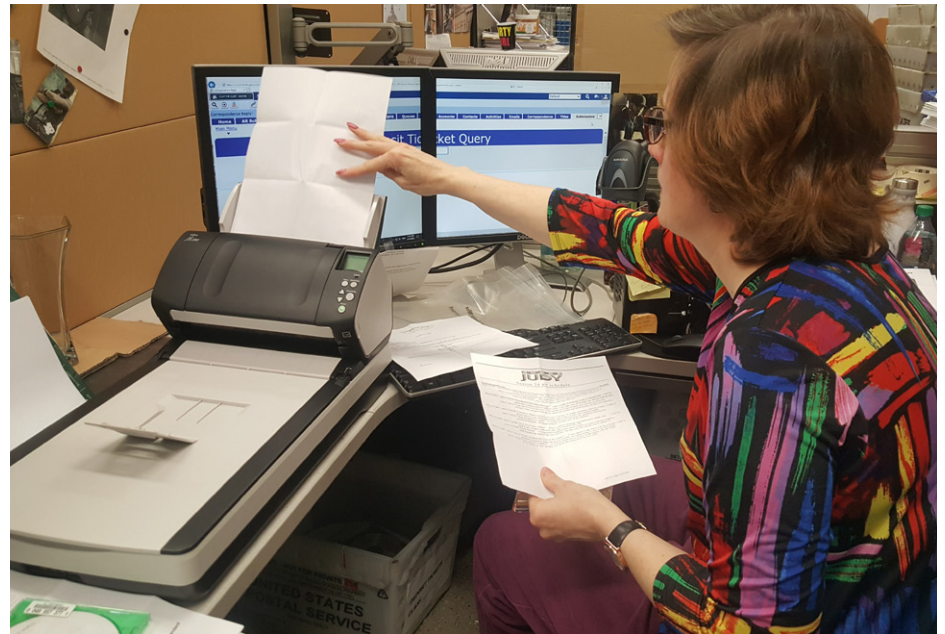
Staff who do not have internet access at home have been alerted that Comcast (<https://bit.ly/2x5Q0PQ>) is offering basic internet service to anyone who needs it.

The Office of the Chief Information Office (OCIO) is working to ensure that Library staff continue to have access to the technology they need to enable the institution to carry out its mission. A fact sheet on page 3 answers commonly asked questions about telework

and information technology during the pandemic.

Staff who are experiencing technical difficulties using Library devices or connecting to the Library network remotely should contact the OCIO service desk at [ocioservicedesk@loc.gov](mailto:ocioservicedesk@loc.gov) or 7-7727. During this time, the service desk is experiencing a high volume of calls. Staff who do not want to wait for their call to be answered can leave a message, and a technician will return the call as quickly as possible. Some issues may require staff to physically bring in their computers for service. ■

## COPYRIGHT OFFICE STAFF KEEP APPLICATIONS MOVING



Craig Taylor

Deborah Hodges of the In-Processing Section of the Copyright Office's Receipt Analysis and Control Division this week scans copyright applications submitted on paper for processing in the office's online registration system.

## NEED HELP? EAP IS AVAILABLE

The Employee Assistance Program (EAP) is operating remotely during the COVID-19 coronavirus pandemic, but all services remain available. More information is available at <https://go.usa.gov/xdzET> for those with access to the Library's intranet. Those who cannot access the intranet can send an email to [AskHCD@loc.gov](mailto:AskHCD@loc.gov) or call 7-5627.